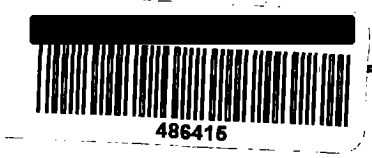
nonresponsive



nonresponsive

From: Jeff Hartness privacy
Sent: Monday, November 03, 2014 11:12 PM
To: Molitor, Pamela
Cc: Hartness, Judy; Hartness, Jeff
Subject: Whole House Water Treatment System - Baytsch-Gray Mine - privacy

Hi Pamela,

I spoke to you on the phone today about this.

The water treatment system has completely failed. The two pumps are out. We replaced one already ($428.00.) The other one costs over $500.00 to replace The filters are approximately $650.00 to replace every three months.

As I mentioned to you on the phone, after our water is filtered through the water treatment system, it is very acidic. The acid in the water is eating our copper pipes and when you take a shower, the water actually burns your skin. The first e-mail attachment is a picture of the bathtub in our front bathroom. The blue stains are from the copper pipes that are being eaten away by the treated water.

The second e-mail attachment is a copy of the letter I e-mailed to Tom Turner on October 07, 2012; in which I addressed this issue.

On November 8, 2012, Mr. Turner responded to my letter. The most significant take away from Mr. Turner's letter was when he stated that it was my option to shut the system down. He also offered to meet with me here in Galena.

The third e-mail attachment, dated February 5, 2013, is my response to Mr. Turner's letter. In my response, I addressed the option to shut the system down; as well as the possibility of meeting with him. Mr. Turner did not respond to this follow-up letter and I have not heard from him since.

The fourth e-mail attachment is from LTM Water, located in Rockford, Illinois. It is a proposal for a Kinetico water treatment system. These people know what they are talking about, unlike Culligan, who installed the system we have currently have. They truly educated me on a lot of things; including why my current system is an inappropriate application for my water filtration needs.

This information should bring you up to speed Pamela. If you need anything else, please let me know.

According to Mr. Turner, as long as the water filtration system is filtering my water to less than fifteen parts per million, for lead; even though it is destroying my house, costs a fortune to maintain and operate and is threatening my families health; it's just fine. Fifteen parts per million is the only criteria in which your agency deems an acceptable scenario. I can absolutely guarantee you, that since the system has totally failed, it is no longer filtering my water to less than fifteen parts per million. Even though the system was installed during the "Time Critical Phase" of the clean-up and we are currently in the "Remedial Phase," would you agree with me, that regardless of the "phase," my untreated water is a threat to me and my families health? Isn't the condition of my water the reason the EPA mandated that the PRP's pay for a water treatment system in the first place? Then what has changed? I am currently involved in a law suit with the owners of the mine. It will go on for years, so please don't look for the problem with my contaminated water to be solved in the near future through a court of law.

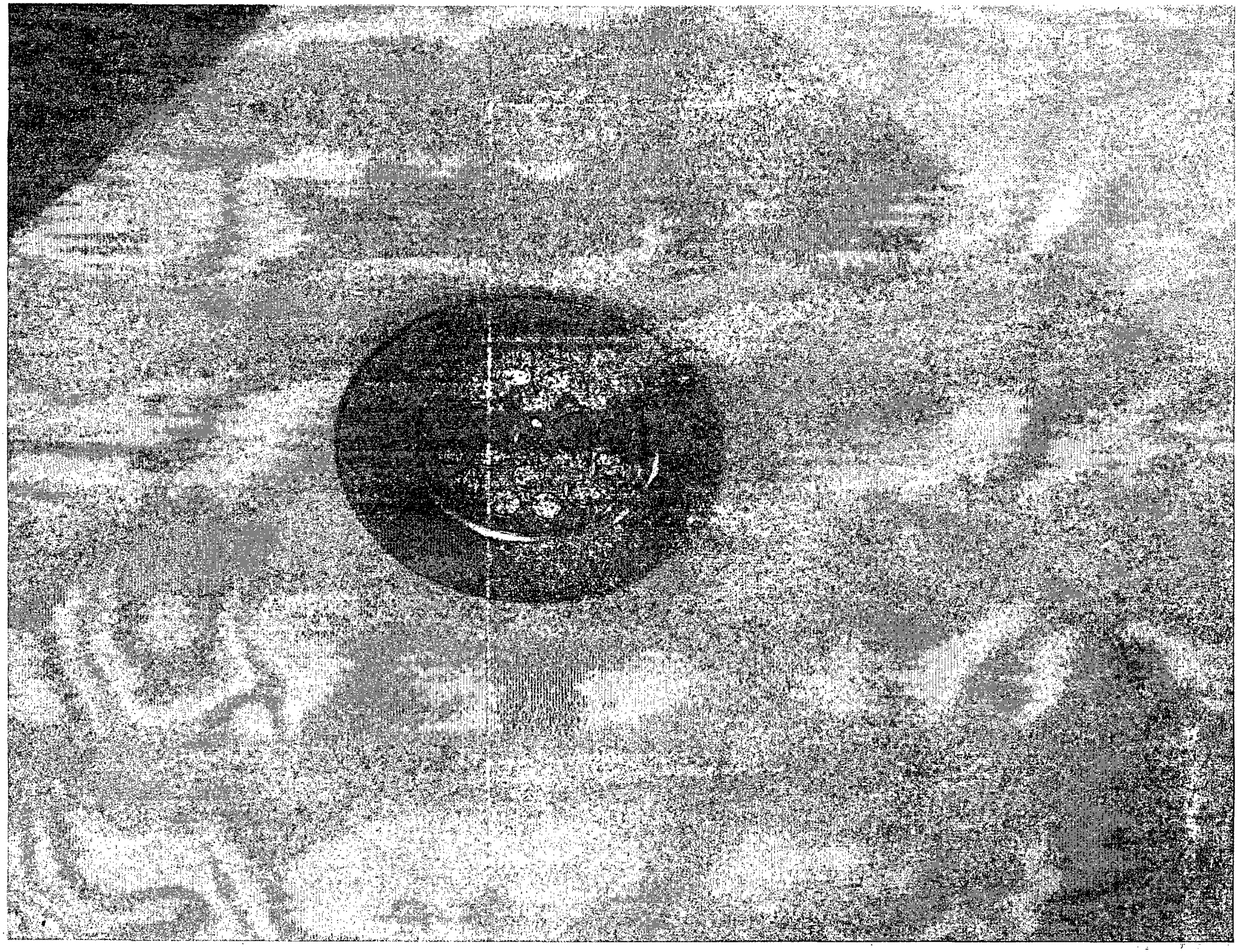
It is my desire that this situation be resolved immediately. As I have done so in the past, I once again offer you a viable solution to the problem through LTM Water and Kinetico. Unlike my current Culligan water treatment system, the Kinetico system, for reasons previously stated; is legitimate. After all, what would you wish for your family, Pamela?

I see that your people are in Galena. Could they test my water while they are in town? Could you please provide for me a complete history of my water test results.

Thank you.

Jeff Hartness

privacy



Stephan J. Hartness
[redacted]
privacy

February 5, 2013

Mr. Tom Turner
Office of Regional Counsel
US EPA, Region 5
77 West Jackson Street
Chicago, Illinois 60604-3507

Dear Mr. Turner:

Thank you for responding to my letter that I e-mailed to you on October 7, 2012. As per your request, I have considered all that you stated in your response letter you sent to me on November 8, 2012. After reviewing your entire response, I can honestly state without hesitation, much to my disappointment, that you failed to address most of the issues that I brought to your attention.

As for the one item that you did address, I would like to offer the following. You suggested that I could choose to no longer operate the water treatment system installed at my residence if there was concern for my long-term well being. One only needs to ask at this point; wasn't this the very reason the water filtration system was installed in the first place: because of concern for my long-term well being? If I choose to no longer operate the water filtration system, I will return to an undesirable status that initially warranted the response that your agency has already taken. To do so, would severely contradict the sound measures that were implemented in order to avert such a condition. Even if I wanted to suspend the operation of the water filtration system, I am unable to do so without a plumber. The system itself is under high pressure and is an integral part of my plumbing.

The three RO filters for the water filtration system were due to be changed last September. I looked up a price for one of the filters on the internet last January. They are $168.99 each; for a total of $506.97. There are also three other filters that need to be changed and I have no idea what they are for. My best guess is that they are some kind of post-treatment filter. Let's say they cost about $35.00 for each filter; so that's another $105.00. The total cost to replace all of the filters is approximately $611.97; plus shipping and handling. They should be replaced every three months. Mr. Turner, why do I want to pay $611.97 for filters every three months so that I can produce acidic water for my family?

I spoke with Len Zintak today. He told me that you might be negotiating a new water filtration system with the PRP's. I appreciate your effort. My only request is that you would consider a Kinetico water filtration system; because of the aforementioned reasons I stated to you in my last letter.

You offered to meet with me in Galena and I am agreeable to that. In the meeting, I would also like to include Kinetico. They would shed some light on this matter and explain to you what is needed as well as why it is needed. If you agree to my suggestion, then please give me some dates about a month away so that the Kinetico people will have enough time to work the meeting into their schedule. Thank you.

Sincerely,

Stephan J. Hartness

Stephan J Hartness
[redacted]
privacy

October 7, 2012

Mr. Tom Turner
Office of Regional Counsel
US EPA, Region 5
77 West Jackson Street
Chicago, Illinois 60604-3507

Dear Mr. Turner:

On March 9, 2010, I communicated in letters to the PRP's, that I agreed to Roman Numeral VIII, item 16, paragraph c., of the United States Environmental Protection Agency, Region 5, Administrative Settlement Agreement and Order on Consent For Removal Action; in regard to the Bautsch-Gray Mine Site. It simply states that:

c. With the properties owner's permission, install and maintain a whole house water filter on the house at 746 S. Blackjack Road. The filtration system must reduce lead contamination levels in the well water to below 15 ug/L (micrograms per liter).

On April 7, 2010, you conducted a teleconference which, to the best of my recollection, involved the participation of the following individuals: Senior Enforcement Specialist, Carol Ropski, yourself, On-Scene Coordinator, Emergency Response Branch (SE-5J), Len Zintak, legal counsel for the PRP's, Carey Rosmarin & Robert Roth, PRP's, Louis Wienen, Tom and Connie Wienen, Joan Pecina and myself. In the meeting, you communicated to all present, that the lead levels in the water at my residence were at 27 micrograms per liter, but would need to be at 15 micrograms per liter after a water filtration system was installed.

It is important to note here, that the EPA Order put forth by your office, was executed without the result of any legal proceeding that required a Court of Law.

Whether or not the water treatment system maintains lead contamination levels in our well water below 15 ug/L (micrograms per liter), is not my main concern at this point in time. However, the system possesses the following list of attributes that are negatively impacting me, as well as my family:

- It filters out most minerals, causing the water to be extremely acidic
- The acidic water is eating away my copper pipes
- A blue discoloration, attributed to the deterioration of my copper pipes, is left around my faucets, sinks and bathtub
- The acidic water sometimes leaves a burning sensation on my skin after I take a shower
- Before the system was installed, my water softener consumed 3 bags of salt a month
- After the system was installed, my water softener consumes 3 bags a week

- The system is very inefficient
- For every gallon of water the system produces, it wastes a gallon of water
- After 2 loads of laundry and 1 shower, the filtered water is depleted
- The two water holding tanks can not keep up with the water demands of my family
- There are three members in my family
- Recovery time for the system to replenish the tanks is approximately 12 hours while we use water (sometimes more, sometimes less, depending on water usage)
- The system uses a pre-filtration pump that runs hot, is excessively noisy and resonates throughout my house
- My well pump constantly runs
- The system imposes additional demand on my septic system
- The system discharges harmful by-products into my septic system
- Periodically, a brown discharge comes out of my faucets/bathtub, that is caused by the system's inability to prevent contaminated water from intruding into the filtration process when the water tanks are depleted during a back flush
- I have replaced 2 faucet valves/seats and 1 toilet-bowl-to-toilet-tank hardware kit; due to leaks, since the system was installed
- I still need to replace another toilet-bowl-to-toilet-tank hardware kit on another toilet; due to leaking
- I need to replace a kitchen water supply shut-off valve that is leaking
- There is currently multiple leaks coming from the system at the point of installation
- The system fails to remove an intermittent odor from my water
- The system produces water that tastes very bad during the night as well as in the morning
- We do not drink our water; we buy bottled water from Culligan
- The system demands more electricity. The pre-filtration pump runs constantly. The post-filtration water pump runs every time you turn the water on; which makes the well pump run more often.
- No one ever did a cost analysis of the system before it was ever installed
- When the booster pump shuts off, my pipes rattle.
- Even though the system is deemed a "whole house system," none of the water that goes to the outside is treated
- I can not water the grass, wash my car, or water a garden without spreading the very thing that the US EPA spent thousands of dollars cleaning up

In June of 2010, Culligan installed the water system at my residence. On September 22, 2010, approximately 3 months after the system was installed, I sent Steve Rangel, the Sales Representative for Culligan, a detailed e-mail that stated my concerns about the system. I also copied Wayne (Culligan's service technician), Len Zintak and my wife, Judy. It is important to note here, that in my e-mail, I addressed the fact that I brought my concerns to the attention of Wayne. Unfortunately, Wayne did not respond to my concerns. As you can see, this was the first time I brought this matter to the attention of your agency; through Len Zintak. Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 1 "Hartness Water Treatment System."

On September 23, 2010, Jackie Schauff, the General Manager of Culligan for Dixon/Galena, Illinois, emailed me the following response to my e-mail:

Dear Mr. Hartness,

I apologize for the inconveniences that you have been experiencing. We will improve the water for you and your family.

I looked through your file for a pre-test from the lab to see what the characteristics of your water are coming from the well, but, do not see one. Do you have test results of your water from before we installed our equipment? If not, may we obtain a sample of raw water from you? After reading the report I'll be better equipped to move forward.

Since this application is causing multiple issues, I'd like to evaluate the best way to proceed and discuss the options with you.
Sincerely,

Jackie Schauff
General Manager
Culligan of Dixon/Galena
(888)462-1057

Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 2: "Re: FW: Hartness Water Treatment System."

On October 26, 2010, Jackie Schauff e-mailed me the following proposal:

Jeff,

We would like to upgrade your water softener to a Culligan Gold 10" unit. We know that this unit will reduce your salt and water usage. The ion exchange process will also reduce the amount of lead to the desired level. This application will treat the working water in your home.

We would then install Aqua Cleer reverse osmosis systems at each of the three sinks to treat the drinking water.

This application would eliminate the need for the commercial Ro, storage tanks and (noisy) pump currently in use.

Sincerely,
Jackie Schauff
Culligan of Dixon

Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 3: "Water Treatment."

As you can see, by proposing a new water treatment system, Culligan abandoned any desire to fix and or, "maintain" the old system. Unfortunately, the new system Culligan proposed, did not meet the US EPA Specifications of a "Whole House" water system. Instead, what Culligan proposed was a point of use system. It is unclear why Culligan introduced a new system that was totally inappropriate, when they knew about the specifications/requirements, from working with you on the old system. They totally disregard the meaning of "whole house."

On February 13, 2011, I e-mailed a response to Culligan's proposal for a new water filtration system. Please see the attachment: "Cover Letter to Culligan 1.doc." It is important to note here, that I copied Len Zintak in this e-mail. In the e-mail, I stated that the system Jackie Schauff proposed, did not meet the US EPA specifications. As a result, I did not let Culligan install the second system. Instead, I stated to Jackie that I had no confidence in them whatsoever. Len Zintak agreed with me that the new offer from Culligan did not meet the specifications of your agency.

I would never let a company that acted as unprofessional as Culligan did, get a second chance. One of Culligan's installers commented that the first system Culligan installed in my house; either belonged in a Walmart, in the produce section watering vegetables, or in a kiosk that made filtered water for people to purchase. They discredited themselves a second time, before they even installed the new system, by proposing a totally inappropriate application. I also stated in my e-mail that I was going to contact Kinetico, out of Rockford, Illinois, to propose a solution to the situation.

On February 14, 2011, Jackie Schauff replied to my response with the following email:

Dear Mr. Hartness,

This e-mail is in response to your correspondence on 2/13/2011.

Our desire is to fix the problems that you are experiencing with your water treatment equipment. I am sorry about the situation and the inconveniences you have expressed. We plan to move forward with the attached proposal and await your response as to a time that is convenient for you to let us in to remedy the application.

When the water treatment is to your liking I will then contact our corporate office regarding your other complaints.

Please contact my ASAP to schedule a time for us to get in to do the equipment application.

Sincerely,
Jackie Schauff
Culligan of Galena
888-462-1057

Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 4: "RE: Water Treatment." It is important to note here, that I forwarded this e-mail to Len Zintak on May 17, 2011 and again on May 19, 2011. Jackie Schauff did not address any of my issues that I brought to her attention in my letter. She did, however, plan to "move forward" with a water treatment system that was totally inappropriate. She just acted like nothing happened.

The problem with the Reverse Osmosis process is that it removes alkaline mineral components. This produces acidic water that has a low pH. Neutral pH is 7.00, but RO water usually has a pH of between 5.00 and 6.00. The pH scale is logarithmic. This means that pH 5.00 water is actually 100 times as acidic as pH 7.00 water.

Acidic water is dangerous to the body because it strips away calcium and other essential minerals from bones and teeth in order to neutralize its acidity. Trace elements were intended to be in water. Their removal leaves tasteless, unhealthy, drinking water. As I previously stated on page 2, we have never drank the water from the system. It also makes the water very aggressive as it seeks to replenish minerals that were removed through the RO process. Therefore, when exposed to oxygen, the water becomes even more aggressive. Water with a low pH is acidic, soft, and corrosive. The water contains metal ions such as iron, manganese, copper, lead, and zinc...or, in other words, elevated levels of toxic metals. This is what is causing the premature damage to my copper pipes, the metallic or sour taste and the "blue-green" staining of my sinks and drains. Your agency is well aware of the problems with acidic water. Item 3.7(e), on page 32 of The Office of Pesticide Programs, Science Policy, The Incorporation of Water treatment Effects on Pesticide Removal and Transformations in Food Quality Protection Act (FQPA) Drinking Water Assessments states:

3.7(e) Corrosion Control Treatments

"Corrosion control is used in water treatment to limit interaction of the treated water with pipes and water conduit systems. The principal processes for corrosion control are regulation of pH and addition of corrosion inhibitors (J.M.M. Consulting Engineers, 1985 and USEPA, 1989). The adjustment of pH through the addition of lime or sodium hydroxide is required by EPA to inhibit metal dissolution (e.g., lead) in finished water. Chemical control agents (such as zinc orthophosphate, silicates, polyphosphates) are added to encourage mineral coating (zinc carbonates or iron silicates) on the surface of the pipes, which prevents corrosion of pipes.

Control of pipe corrosion in potable distribution systems can be achieved by pH or alkalinity adjustment and application of corrosion inhibitors. So far, no studies have been reported nor found that would suggest that pesticides detected in raw or untreated water are removed or reduced during corrosion control operations in the treatment plants. Whether calcium carbonate deposition or calcium reaction with phosphate inhibitors can ultimately lead to removal of pesticides in water remains to be seen. The pH adjustment may have an impact on pesticides susceptible to pH dependent hydrolysis."

The best way to treat the problem of low pH water is with the use of a neutralizer. The neutralizer feeds a solution into the water to prevent the water from reacting with the household plumbing or contributing to electrolytic corrosion.

My water should be tested for pH with an accurate pH test; using a pH test meter. If the pH is below 7, then a neutralizer, such as a pH increaser filter as a final stage of my reverse osmosis system, should be considered to correct the acidic water problem.

In June, 2011, I contacted LTM Water Treatment, out of Rockford, Illinois. They are a Kinetico dealer. Kinetico is a leading manufacturer of residential and commercial water treatment systems.

David Guse, the Service Manager, came out to evaluate my water and the situation with the Culligan water system. On June 27, 2011, David e-mailed me a proposal for a water treatment system. It is important to note here, that David also copied you and Len Zintak. Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 5: "The Bautsch-Gray Mine, Hartness Water Cleanup." Also, see the attachment with the title, "Viewer.png." This attachment contains the proposal from LTM Water Treatment. The Microsoft Word Document file that David sent would not open. In his proposal, David addressed a lot of the issues I brought up to Jackie Schauff, at Culligan.

On July 14, 2011, I once again forwarded to you Mr. Turner, as well as Len Zintak, my original cover letter to Culligan. Please see the attachment with the subject line: "Cover Letter to Culligan 1.doc."

On July 22, 2011, I e-mailed you Mr. Turner, as well as Len Zintak, requesting some information, including a copy of the water treatment Contract/Agreement that Culligan signed. Neither you or Len Zintak had a copy of the water treatment contract between Culligan and the PRPs. I find this disturbing, since the Order to install the water treatment system at my residence originated from your agency.

Mr. Turner, for over 2 years, you have known about the problems I have had with the Culligan water treatment system as well as the unbelievable damage it has done to my residence. I not only copied you and Len Zintak on the e-mails that I have sent to Culligan; but a few of those e-mails also included pictures that reflect damage to my house that is directly attributed to the water treatment system. Yet you have chosen to do absolutely nothing to relieve me of this situation. Is the only criterion for establishing acceptable function for the water treatment system, the requirement that it reduces lead contamination levels in my well water to below 15 ug/L (micrograms per liter)? Is the system allowed to destroy my house if it meets just this one requirement?

Imagine for a moment, that I was a car salesman and I sold you a brand new car that I guaranteed you would get 32 miles per gallon of gasoline? Would you be satisfied with the car if it got 32 miles per gallon? Would you be satisfied with the car if it got 32 miles per gallon, but it ran rough, pulled to one side while driving it, the transmission made a whining noise, the tires were out of balance and the air conditioning didn't work? If you brought it back to me and complained about the car, how would you feel if I responded with, "I'm sorry Mr. Turner, but the car is getting 32 miles per gallon, is it not?"

Culligan was suppose to "install and maintain" the system, but when I objected to the first system, Culligan chose not to maintain or repair it. Instead, they chose to abandon the first system by introducing a new system that did not meet US EPA specifications. Where is the maintenance here? Where is the follow through?

What is the lesser of the two evils at this point; contaminated water or acidic water?

If the PRP's legal defense is going to determine whether or not they have any further obligation to correct the problems with my current water treatment system; based only on reducing lead contamination levels in the well water to below 15 ug/L (micrograms per liter); then I can certainly make an argument that the system was not, indeed, maintained.

What I am asking you to do here Mr. Turner is act; not advise. I have been seeking action from you for more than 2 years on this matter. For 2 years you ignored me and then I just recently found out that the two year agreement with Culligan, which I knew absolutely nothing about, just expired in June of this year. Before the Culligan system was even installed, I asked Len Zintak how long the PRP's would be required to maintain the system. He told me that they would have to maintain it permanently. I have complied with your Order by allowing the system to be installed, however, according to an e-mail from Len Zintak, dated May 11, 2011, I was suppose to, "have the final approval on whatever they propose." Please see the "Hartness E-mail File" attachment that I just forwarded to you and go to "E-mail 6: "Hartness Residence-Water Treatment System." This unfortunately, was not the case. I had absolutely no say as to what contractor would install the water treatment system. This was left up to the PRP's; but why? Do they some how qualify as experts in the treatment of contaminated water? If not, then how can they possibly possess the necessary knowledge to qualify a contractor to install the best water treatment system for my residence? If the PRP's aren't experts or knowledgeable in this area, then they certainly can't determine if a contractor, like Culligan, can offer a viable solution to the problem. Besides, there is a conflict of interest here. Are the PRP's going to look out for my best interests in regard to a water treatment system, or are they going to sign off on the cheapest system? Apple River Well & Pump, located in Hanover, Illinois, also bid on the project, but I never saw their proposal or bid. It wasn't until I contacted Dave Guse, over at LTM water treatment, that I discovered the answers to a lot of the questions I asked Jackie Schauff, over at Culligan, in my e-mail to her. He is the one that educated me about the problem with purified water and acidity. He explained about the erosion of my copper pipes, as well as just about everything else. Take a look at his proposal. It's all there.

Even your own agency has acknowledged Kinetico's extensive testing with their Purefecta Drinking Water System. Please go to the following link for the test results:

http://cfpub.epa.gov/si/si_public_record_report.cfm?dirEntryId=239394&fed_org_id=1253&address=nhsrc/si/&view=desc&sortBy=pubDateYear&showCriteria=1&count=25&searchall='water%20security'%20AND%20TTEP%20AND%20treatment

Please go to your own website to look at your Environmental Technology Verification Program, for Drinking Water System Center Verified Technologies:

http://epa.gov/etv/vt-dws.html#artfilt

Under the Alternative Filtration and Media Technologies of Reduction of Microbiological and Particulate Contaminants category, you will find Kinetico listed multiple times. If you scroll down on the page, they are also listed in other categories.

The US EPA and Kinetico have an ongoing relationship. What I don't see anywhere, is a legitimate relationship between Culligan and the US EPA. If your agency already had a legitimate relationship with Kinetico, then why weren't they recommended, or at least suggested, in the first place? In the future, all parties would best be served if your agency worked with an expert in this field that could recommend legitimate water filtration system installers. Culligan is not a legitimate installer.

Please also consider extending the verbiage in your future Administrative Orders, to cover things such as collateral damage to all items associated with the function, and, or, operation of the water treatment system. Defining these elements on a broader scope will eliminate obscure and unreasonable arguments; which cripples ones' ability to act in good faith.

I am specifically asking you to exercise your authority in this matter; to notify Culligan that their present water treatment system is a totally inappropriate application for my residence; that their proposal for a new system is a totally inappropriate application for my residence. The only water treatment system that can even be considered an appropriate application at this time is the Kinetico system.

I am asking you to act with the same authority you acted on when you ordered the March 9, 2010, Administrative Settlement Agreement and Order on Consent For Removal Action, in regard to the Bautsch-Gray Mine Site. This is not a matter to be bantered around by my attorney and the attorneys for the PRP's. This is not a court matter now; just as it was not a court matter when you mandated the action. You have far more authority in this matter; which you have already exercised. After all, your agency approved the work plan; that the PRP's submitted to perform certain specific work concerning the overall Bautsch-Gray Mine Superfund Site; for my property.

On Friday night, September 14, 2012, the pump for my water filtration system failed. As a result, I had very little filtered water. The holding tanks were very low, as the system was in the process of producing filtered water.

Thinking that the maintenance of the system was still Culligan's responsibility; on Saturday morning, September 15, 2012, I called Culligan and talked to Chris; one of their service people. I told him what happened and asked him to come out to see if he could repair the system. He said he would. I asked him if he had another spare pump. He said he didn't. It took him a few hours to get to my place because the local service person, Wayne, was out of town. Chris was coming from Dixon, Illinois. After he arrived, Chris checked over the system and came to the same conclusion I did. The pump failed. The problem, as noted earlier, was that he didn't have a spare pump in his service truck. He said that he couldn't do anything else. I told him to order a pump, so he wrote down all of the information he needed off of the existing pump. On Sunday, September 16, 2012, I fixed the water treatment system myself by momentarily increasing the air pressure. The additional pressure evidently dislodged something stuck in the pump impeller. On Monday, September 17, 2012, I called Wayne and told him what happened.

I mentioned that I asked Chris to order a pump, but that I wanted Wayne to install it because he was closer than Chris. Wayne told me that he was going on vacation the following Thursday and that he couldn't come out that week. I told him that was OK and to tell Chris not to order a pump because the system was working. My reasoning was, if the system was working now, why replace something that wasn't broken. On Sunday, September 23, the pump failed again. On Monday, September 24, 2012, I called Wayne and told him the pump failed again and asked him to order a new pump. Wayne wanted a credit card number, but I told him to get it from the PRP's; since, at the time, I believed they were responsible for the repair. Wayne called me back to inform me that the 2 year contract they had with the PRP's, which was from June, 2010 to June, 2012, had expired. This was the first time I learned that the contract between Culligan and the PRP's was for 2 years and that it had already expired. I gave Wayne a credit card number so that he could order the pump and we set up a tentative date that he would come over and install it. The new pump was installed on September 27, 2012. Here's my question. At what point in time was anyone going to let me know that Culligan was no longer responsible for servicing the system? Why did it take a failed part for me to find this out? As I stated earlier; this is the only way I knew. I was told by Len Zintak, that the PRP's were permanently responsible for maintaining the system. It was also disclosed to me, by Mr. Roth, the PRP's local attorney, that the PRP's have been paying, approximately, a whopping $502.00 a month maintenance cost to Culligan to maintain the system. My question to you is why? They have done nothing but change the RO filters every 3 months. The filters themselves aren't that expensive and it only takes Wayne approximately 30 minutes to get the job done. In essence, the PRP's have been paying Culligan $1,500.00 for a half hour of work (minus the filters), or $3,000.00 an hour. The total the PRP's have paid out over a 2 year period to maintain the Culligan system is in excess of $12,000.00. If you add this total to the original amount of the water treatment system, plus the new on-demand water heater that was needed, plus the remodeling expenses that were needed to allow the system to fit; your total for the system is approximately $21,500.00. The total for the Kinetico water treatment system is $15,800.00. But it comes with a 4 year guarantee on parts and labor and a case of replacement filters (5 micron). LTM Water would provide service at no extra charge for the first year. They will also conduct quarterly service check-ups to assure the system is working to specifications. The Kinetico system would have been a better choice for function as well as cost.

So Mr. Turner, what I have now, is a water treatment system that I don't want; a water treatment system that is severely damaging my house; while it produces unhealthy, acidic water. Am I now expected to pay $500.00 a month to Culligan in order to maintain the system? The filters need to be changed every 3 months. If Culligan changed them back in June, then they were due for another change in September. But remember, Culligan never let me know that they needed to be changed in the first place.

The total charge from Culligan, including parts and labor to replace the pump was $428.00.

The other day you spoke to my wife and requested that I document all that transpired since the pump went out. As you can see, I have done that for you, as well as document all that has transpired in the last 2 years. In order to do this properly, it has taken an incredible amount of research and time. I do not like taking this amount of time to communicate dissatisfaction, but this document will serve another purpose, in the event that we are unable to come to an understanding. Some of this information I have documented for you before, sir. Once again, you have the second proposal from Culligan for a water treatment system. Once again, you have the proposal from LTM Water Treatment; for a legitimate water treatment system.

Once again, Mr. Turner, I am asking you to act.

Recently, a part of my lawn was reseeded under the authority of the US EPA. I prepped the lawn area by grading it with my equipment. The landscaper your agency hired, seeded the area and then covered it with straw. Chemron watered the newly seeded once or twice. Unfortunately, Chemron was unable to water the newly seeded area right after the straw was spread. As a result, the wind blew some of the straw (it drifted) and exposed the topsoil. Some of the seeded area is bare, without straw, while some of the seeded area is too thick with straw. The areas that are too thick with straw will prevent the grass from germinating; as the straw will smother the grass. The other areas that have little or no straw on them, will wash out when it rains. The straw does 2 things. It stores moisture to keep the seed bed moist; until the seed germinates and it also protects the germinating seed from the sun; so that the seed does not burn. It takes 7-10 days for the grass to germinate. It takes 30 days for the fine varieties of grass to mature. However, in order for this to take place, the seeded area must be kept moist and the temperature must consistently be between 55 and 70 degrees. A frost will kill the fine varieties of lawn seed. We have had multiple frosts since the seed was planted. I have had 2 landscaping businesses. It has been a general rule of thumb not to plant seed after September because of the threat of frost. As I mentioned, the seed has been watered just one day by Chemron. Then the seeded area dried up. We had a few sprinkles one day last week, but it didn't amount to anything at all. A seed bed needs constant moisture for 7-10 days to ensure germination. You can't over water it, or you wash the seed out. If you under water it, the seed dries out and germination never occurs. I mentioned to Len Zintak that I have a sprinkler that will easily water this area. It's not that I am lazy and do not want to water the seeded bed. The problem is that I have no way of watering the area with anything but contaminated water. The specific way my water treatment system was installed, prevents me from having filtered water as well as un-softened water come out of my outside faucets. The newly seeded bed is eroding. If seed does not come up this year, it will wash out by next Spring.

Thank you.

Sincerely,

Stephan J Hartness

June 22, 2011

Jeff Hartness

[redacted]

First of all I wanted to thank you for the opportunity to evaluate the water situation at your residence. It has been a series of unfortunate events that brings us to where we are today. We have researched the water from your home, and the water the current system is providing, and we feel there are some aspects that have been missed, or misapplied than need attention quickly.

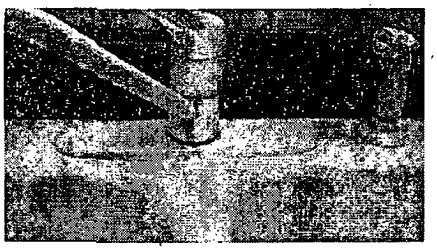
The four water samples were submitted to Kinetico, Incorporated in Newbury, Ohio. Their laboratory performed tests of the samples, and the results are included in this proposal. We have determined from these results that a few things need be changed with regards to your water treatment system.

First and foremost, the current water softener is not large enough for the extreme water hardness that it is trying to handle. The Water Quality Association rates hard water; anything that is above 10.5 grains per gallon is considered to be extremely hard water. In order for any system that would try to remove lead were installed, we would make sure we had a system that would maintain consistent soft water into that system. The water tests that were performed showed that the raw water being introduced into the house is 64 grains per gallon. In other words the hard water is around 6 times harder than what the WQA says is extremely hard water.

The current water softener is a Kenmore single tank system. The Kenmore Water softener is not capapble to deliver a consistent supply of soft water to the residence. The reverse osmosis system will be required to remove a large percentage of the hardness, which will make its efficiency compramized. Our first recommendation will be to replace the water softener.

The next issue is the reverse osmosis system itself. There are two ways to collect the water for reverse osmois. The one currently being used is the store the water in presurrized vessels or tanks. As the tank fill, back pressure is increased to the membrane. This makes the membrane work harder, and ultimately become less effective. The second way is to collect the water in an atmoshperic tank, one with no back pressure on the system. A represurizer system then sends the water into the house. This type of set up provides more water, and it produces it much quicker. The current system uses pressure tanks, but also uses a pressure pump to increase the pressure in the house. The current application is the most inefficient way to process reverse osmosis water.

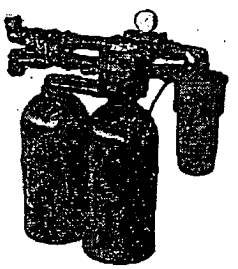
One of the areas of concern that LTM Water is concerned with is the post treatment of the reverse osmoisis water. Once water has been run through the reverse osmosis process, it becomes so pure that it becomes aggressive. Because the house is plumbed in copper pipes, the concern over copper leaching was brought up. The first reason was because there was discussion about problems with pipes leaking. The other reason the subject was brought up was because of the blue green staining that was evident on the faucets. To the left is a picture of the kitchen faucet. You can see the blue green staining that is on the fixture. The water testing confirmed the concern we had, the raw water showed a test of copper as CU at a level less than .02. The product water was tested, and it showed a level of .04 This indicates that the copper from the plumbing is leaching into the drinking water. Our proposal will adress this with the installation of a neutralizing system.

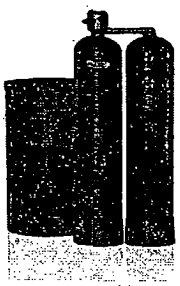


The Proposal

LTM Water has been the local Kinetico Dealer since 1980. We have been commited to taking care of our customers with the best products available. Our proposal on this application will address all the areas of concern.

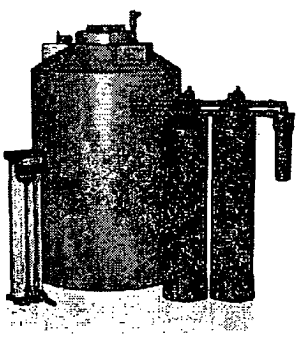
The first area of concern is incoming sediment from the well. LTM Water will install a Kinetico Mach series bypass with an 18" – Filter Housing. The filters will be 5 Micron densities, and LTM Water will provide 1 case of 12 upon installation. These filters will need to be replaced on a monthly basis. The picture on the right is meant to show the bypass and filter, not the softener.





The second area of concerned will be softening the water. LTM Water is proposing a Kinetico 2175s water softener be installed. This is a very efficient softener that uses no electricity, and less salt than the competitor's softeners. This system can soften the water up 175 grains per gallon, and will provide soft water 24 hours a day 7 days a week at a peak flow rate of 16-22 gallons per minute.

The next area of concerned is the reverse osmosis system. As explained earlier, the process of reverse osmosis can be affected by the application. The holding tanks are very important to size properly, and determine their best placement. We would recommend that the Kinetico TX 1440 Reverse Osmosis system be installed in the closet, but a 300 gallon atmospheric holding tank be installed in the basement area directly underneath. In addition to this system we will install two Kinetico Neutralizer tanks on the outlet line to bring the ph back to neutral. This will keep the water from remaining so aggressive, and stripping the copper from the plumbing.



In Summary, LTM Water is proposing to complete the installation of all the following:

1 Kinetico Mach Series Bypass with 18" Prefilter
1 Case of Replacement Filters (5 Micron)
1 Kinetico 2175s Water Softener System
1 300 Atmospheric Storage Tank
2 Kinetico Neutralizer Systems
1 Kinetico TX 1400 Reverse Osmosis System
1 Level Controller for the Atmopheric Tank
1 Represurizer System
1 Bulkhead Kit

This would all be installed and setup at he residence for $15,800. This would come with a 4 year parts warranty on all parts. LTM Water would provide service at no charge for the first year. During the first year LTM Water will conduct quarterly service check ups to assure the system is working to the specifications.